



Volunteer Handbook



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www.emmaus.org.uk/hastings_rother



@emmaushastings

Emmaus Hastings - Charity: 1123493

Introduction

Thank you for agreeing to become a volunteer. We extend a warm welcome to you and hope that your volunteering with us will be enjoyable and rewarding.

Our volunteers are extremely important to us. Emmaus Hastings relies on the contribution of all kinds of people to make its work a success: Companions, employees, trustees, and volunteers. It is this rich range of experience that benefits the Community and enables us to provide valuable personal and professional experiences to all who are involved in Emmaus.

The purpose of the volunteer handbook is to answer some of the questions often asked by new volunteers and to give you further information about your voluntary work. Please refer to the handbook during the course of your time with us.

If you have any queries please ask a member of staff who will provide any support or information you feel necessary to help you get the most out of your experience at Emmaus.

Who We Are

Welcome to the Emmaus Hastings Community. This Emmaus Community is one of many in the UK and over 350 worldwide. Each Emmaus Community works to support itself and to support others. Emmaus Communities are independent of any religious or political organisations. They are built on the ideal of helping others.



Emmaus Hastings welcomes homeless people to find security, stability, the dignity of working for the Community and for other disadvantaged people. It offers the chance of recovering the ability to live a successful, independent life outside the Community should they choose to do so.

Our Aim

The residents of the Community are known as Companions. In addition to Companions, staff volunteers and trustees participate in and contribute to the aims of the Community. Through connecting around shared aims and goals, we form the Emmaus Hastings Community.

All those involved in Emmaus strive to create and to maintain a Community in which all are accepted and supported and enables previously homeless people to move forward in their lives doing useful work and helping others.

We aim to make the Community financially self-sufficient, funding running costs from business income and becoming independent of funding from other sources. By generating surplus we

aim to increase the help we ourselves give to other needy people through our solidarity projects...

How the Emmaus Movement Began

**“Serve first those
who suffer most”**

Abbé Pierre, Founder



The Emmaus movement of Communities began in France in 1949 under the vision and action of a priest and Member of Parliament, Father Henri-Antoine Groues, better known as the **Abbé Pierre**. During the Second World War he had been a member of the French Resistance; after the war had finished he began to fight for the rights of those who found themselves homeless.

The first Emmaus Companion was a man named George, who had attempted to end his life having been released from a long prison sentence to find that he had lost his family, the community to which he had belonged and any hope of work. He had, to all intents and purposes, lost any reason to live.

When George was dragged from the River Seine and taken to the door of Abbé Pierre he was told by the Abbé, “I can’t stop you killing yourself but you and I can help the mother who comes to my door pleading for help to bring her child off the street.”

Emmaus arrived in the UK in the early 1990s. It was inspired by a comment from a homeless man to a Cambridge business man, Selwyn Image. When Selwyn asked him what he wanted, the man replied: ‘I want to work and belong. I want my self-respect back. I don’t want to queue for hand-outs or have to beg for food. And I don’t want people to cross the street to avoid me.’ At that point, Selwyn remembered his time as a volunteer at the Emmaus Community in Paris while he was a student, 30 years before. He started introducing people to the idea of Emmaus

Soon a small group of destitute men and women had come together to support each other and to work to relieve the suffering of others who were in greater need than themselves.

This became the first Emmaus Community.

Two years later, the first Emmaus Community in Britain opened near Cambridge. In the following year, work started to set up a Community in Coventry, and projects in London, Dover and Manchester followed closely behind. Emmaus Communities continue to be established in

the UK, all based on the Abbé Pierre's founding principles of acceptance, sharing, working for others in greater need, and self-respect.

**THE IDEA OF HELPING OTHERS IS CENTRAL TO EMMAUS.
THE UNIVERSAL MANIFESTO, WHICH SUMS UP THE ETHOS OF EMMAUS ACROSS THE
WORLD, STATES**

"Our guiding principle is one which is essential to the whole human race if there is to be any life worth living, and any true peace and happiness, either for the individual or society: serve those worse off than yourself before yourself".



Emmaus Communities put this principle into practice in a wide variety of ways.

Emmaus Universal Manifesto

Any group or Community that wants to be a part of the Emmaus International Movement must accept and adhere to the Universal Manifesto of the Emmaus Movement.

Our guiding principle is one, which is essential to the whole human race if there is to be any life worth living, and any true peace and happiness, either for the individual or society: Serve those worse off than yourself before yourself. Serve the most needy first.

Our conviction is that respect for this principle must be the driving force behind any search for justice, and therefore peace, in the world.

Our aim is to act so that each individual, every society, every nation may live, flourish and achieve fulfilment in a spirit of giving, sharing and mutual respect.

Our method is to create, support, and promote communities in which all feel free and respected, and where they can meet their own needs and help each other.

Our primary means, wherever possible, is through re-use and recycling. This form of work prevents waste, as well as increasing the possibilities for providing emergency relief to those most in need.

Every other means of arousing consciences and of presenting the challenge of Emmaus must be used to help and persuade others to help those who are most in need, by sharing their hardship and their struggles, both public and private, until the causes of all their ills are removed.

In carrying out this task Emmaus recognises no ideal other than that expressed in this Manifesto and no other authority other than its own constitution. It acts in accordance with the Universal Declaration of Human Rights adopted by the United Nations and with the just laws of every society and every nation. It makes no distinction on political, racial, linguistic, religious, or any other grounds. Acceptance of this Manifesto is the only requirement of anyone wishing to share in our work.

What was Abbé Pierre's Vision for this first Emmaus Community?

The **vision** he had and which we embrace is:-

We seek to serve first those who suffer most; those who are less fortunate.

In and through our Emmaus Community we work in order to live and give.

The **Mission** of Sussex Emmaus is:-

To enable Companions to regain control of their lives, to discover a sense of purpose and to help those in greater need by maintaining a stable and self-supporting community.

Principles, Values and Vision of Sussex Emmaus

We hold to a set of values that express the Emmaus ethos. These values are:

- ***Value and respect every person***
- ***Take active steps to oppose injustice***
- ***Be transparent and honest in all our dealings***
- ***Demonstrate solidarity and support for those in need***
- ***Create an environment of empowerment***
- ***Share and exchange resources, skills and learning***
- ***Support and foster interdependence and cherish independence***
- ***Work and live together***

All members of the Community - Companions, staff, volunteers, and Trustees – seek to demonstrate these values in all that they do.

Our Roles

It is helpful to have an understanding of the roles and responsibilities of the members of the Community so that we can all work together to achieve the aims of Emmaus Hastings.

Companions

The Community is their home. A Companion is invited to stay within the Community for as long or short a time as she or he needs or wants. We welcome single men and women without judgement. Companions are the primary recipients of the benefits of the charity through their being provided home, community, meaningful work and opportunities for personal development.

Companions are expected to comply with certain rules, including:-

- Any claims for Social Security Benefits must be closed and the Companion must receive no income other than what they receive from the Community in weekly allowance.
- Everyone must work to their best ability within the Community.
- There must be no alcohol or illegal drugs within the Community.
- There must be no violence, aggression or discrimination within the Community.

Companions are expected to share in the responsibility for the success of the Community businesses and to play a part as a member of a team. Everyone is encouraged to develop existing skills and acquire new ones.

Companions participate in making decisions and implementing them through direct involvement, team work and by giving and receiving suggestions and comments.

Employees

Emmaus Hastings employs staff to manage and supervise the running of the Community and its businesses. The Trustees delegate to staff certain decision making and management responsibilities associated with implementing policies, procedures, and achieving strategic and operational objectives associated with Companion care and running of the organisation. The staff are fully accountable to the Trustees for compliance with policies and procedures, and the effective day-to-day running of the Community.

Volunteers

We recognise the important contribution volunteers make in helping us to achieve our aims. We encourage, develop and support volunteer involvement in our work. We recognise that the roles of volunteers must complement and add to the work of paid staff and Companions. A volunteer is someone who, without expectation of financial compensation, performs a task at the request of, and on behalf of Emmaus. Emmaus staff provide the framework, organisation, direction and day to day management together with appropriate levels of accountability. We are reliant on volunteers performing a wide range of supportive roles, contributing time, flexibility and skills.

Trustees

The Board of Trustees legally owns the Community and holds all funds, property and assets on behalf of the registered charity. Only the Trustees have the right to spend, distribute or dispose of funds, property or assets. The Trustees are legally responsible for the welfare of the Community. Thus they have a duty of care towards Companions, staff, and volunteers. The Trustees exercise this duty of care by developing and adopting vision and mission statements, business plans and policies and procedures that direct the staff and provide the foundation for decision making to achieve the organisational aims. They also review and audit the day to day life of the Community to ensure they are satisfied that staff, volunteers and Companions are fulfilling their roles and receiving benefit from being a part of the Community.

What do our Volunteers Do?

Volunteers are a rich mixture of people of all ages and backgrounds, who have sympathy with the values and objectives of Emmaus and want to help the Community. Volunteers need to have good social skills – being able to chat and listen with interest. Volunteers are not expected to provide support to Companions.

We aim to give volunteers meaningful responsibilities, effective supervision and recognition for work done. You're likely to get to know the Companions well. This is immensely positive and one of the main reasons why Emmaus Communities work so well. Because of the relationship you may develop, you may sometimes find yourself in a situation where you are not sure of the right thing to do. The points below may help you:

Induction

All volunteers will receive a general introduction about the nature and purpose of Emmaus Hastings, and an overview of the volunteer work to be completed. Volunteers will receive on the job training to provide them with the information and skills necessary to perform their volunteer responsibilities.



Conduct

As a volunteer you are expected to uphold the highest standards of conduct and set an example to those around you. We are a diverse group of people from a variety of social and cultural backgrounds and as such we will not tolerate offensive language, sexist, homophobic, racist or any other derogatory remarks, violent or threatening behaviour, or any kind of bullying or oppressive behaviour.

Breaks and refreshments

We are happy to provide tea and coffee during the day, you can help yourself to the supplies in the dining room. We also offer a 30 minute lunch break, which you are invited to join with the Community, providing you have or intend to work for more than 3 hours. Lunch is provided at 12.00 pm in the Community dining room. You are welcome to bring your own food if you prefer.

Expenses

We will cover reasonable daily travel expenses on any day you volunteer with us (e.g. bus fares to and from Emmaus).

Expenses for travel can be paid daily on production of a receipt and with an appropriate claim form at 1 pm. If you are coming in more than once a week we can pay at the end of the week if you prefer.

We do not want you to be out of pocket as a result of your volunteering so please do keep all your receipts and remember to claim what is due to you! Please check our Volunteering Expenses Policy.

Receiving benefits?

As long as you only receive out-of-pocket expenses there should not be a problem with volunteering while on benefits. It is always good practice to keep the Benefits Agency informed if you are volunteering.

Notice board and information

There are notice boards in the communal dining room which you should check for any memos, notices etc.

Dress code

People dress according to their role (e.g. steel toe-capped boots on the van, comfortable clothing if sorting donations). Appropriate clothing and safety wear is provided where necessary.

Smoking

In line with legislation, smoking is prohibited in all Emmaus buildings and company vehicles

Use of the telephone

If you need to make an urgent local call whilst at Emmaus you can do this, please ask a member of staff who can show you a phone to use.

Buying from our shop

Goods are only available to purchase from the shop once they have been priced by a member of staff and placed on the shop floor. No items may be put aside in the sorting areas. Purchases can only be done at the end of your volunteering hours and must be done with a member of staff. Please do not take any goods off site without paying for them and getting a receipt. We do not offer any discounts.

Equal Opportunities

Emmaus aims to ensure that no employee, volunteer or Companion receives less favourable treatment on the grounds of race, colour, nationality, religion, ethnic or national origins, sex, marital status, sexual orientation or disability. All volunteers are expected to work within this equal opportunities framework. As a volunteer, you can expect to be treated in accordance with the policy.

Insurance

Individuals who are volunteering will be covered by Emmaus Hastings insurance whilst on the premises and representing the business elsewhere. Try not to bring large amounts of money with you or valuables. Emmaus Hastings will not accept responsibility for any loss or damage to volunteer's personal effects.

Alcohol/Drugs

When volunteering for Sussex Emmaus, volunteers are prohibited from purchasing, transferring, using or possessing illicit drugs, alcohol or prescription drugs (for any purpose other than they are prescribed) in any way. No drugs or alcohol are allowed on the premises and this policy provides a drug and alcohol free workplace to ensure a safe, healthy, and productive environment for all.

Confidentiality

You may sometimes see or hear things that are of a confidential or personal nature. If you are approached by a Companion wishing to discuss issues of this nature, politely refer them to a member of staff or our Support Manager. If they insist on telling you, inform them that whatever they tell you, will have to be shared with a member of staff. Please do not discuss these issues with anybody else.

Matters of concern

If you are concerned about the welfare or well-being of a Companion, or inappropriate behaviour by another member of the Community, please speak to a member of Staff.

Advice

Please never advise Companions on welfare issues or any other personal issues, If Companions ask for advice please refer them to a member of staff.



Professional Boundaries

It is unwise to give out personal details such as your mobile telephone number or home/work address, and to do so may compromise your position as a volunteer with us. Please abide by the Professional Boundaries policy. A copy of this is available on request.

Gifts

It is our policy that neither staff nor volunteers will accept or offer gifts from or to Companions. We suggest you talk to a member of staff if a gift is offered.

Privacy

Emmaus respects your privacy and right not to be questioned about your personal circumstances, your disability or prescribed medication that you are taking unless it compromises the health and safety of yourself and/or others.

Health and Safety

Emmaus has a clear and concise Health and Safety policy and although Emmaus does its best to provide safe conditions for our volunteers, we count on volunteers to be the best protector of their own personal safety. Volunteers should always be aware of where they are and what they are doing. Volunteers should pay particular attention to safety instructions and proper equipment use. Volunteers should voice safety concerns and report any injuries or near misses to the person in charge as soon as possible. The Community Manager is responsible for Emmaus Hastings Health and Safety Policy and its implementation. Here are some points to note:

- Always tell a member of staff about injuries or accidents, no matter how small
- Report 'near miss' accidents so that the causes can be investigated and actual accidents avoided to a member of staff.
- Never carry any items of furniture unless you have received appropriate training such as 'manual handling training'
- Before attempting to move heavy items consider whether the weight might be too heavy for you. If necessary seek the assistance of another volunteer, Companion or member of staff
- If anything is spilled on the floor, ensure it is mopped up quickly before it could become a slipping hazard

- If you see anything on the floor, which may cause someone to trip, please remove it.

You will be told about the Fire Exits and procedures on your first day of volunteering, but if you have any queries please talk to a member of staff.

Access to Emmaus

Our shop, has full disability access. However, some of our donation sorting areas do not.

Emmaus aims to enable everyone to volunteer. If you have any queries please talk to the Business Manager about your individual needs.

First Aid

Emmaus has designated First Aiders. If you sustain an injury whilst volunteering at Emmaus it must be reported to a member of staff and by law, must be entered into the accident book (this will be pointed out to you in your induction).

When you start volunteering for us

We really hope you enjoy volunteering with us. However, in case there are any initial worries, we treat the first month you spend with us as a trial period. At the end of this period, we will meet to discuss how things are going.

If you are not happy with anything you are doing or being asked to do you should talk to a member of staff as soon as possible.

Your commitment

Please take seriously the time commitments you have made. We all rely on you turning up at the time you have agreed to volunteer. Please telephone as soon as possible if you are unable to volunteer. We ask that you volunteer for either a morning or afternoon session, or if you want, you can volunteer for the whole day.

Reporting absence or sickness

We value your time and effort, and rely on your support to help us run the Community. However we will understand if you can't come in for any reason on a day you agreed to, but please let us know as soon as possible so we can make other arrangements (Call reception on 01424 755111) or email shop.hastings@emmaus.org.uk

Problems

Volunteering should be an enjoyable experience and we want you to be happy while you are volunteering with us. If you have any problems or concerns while you are volunteering, please talk to a member of staff as soon as possible, and we will try to sort them out promptly.

If we think there is a problem with the work you are doing for Emmaus then we will also try to talk to you as soon as possible.

Media Contact

Volunteers should not represent themselves as spokespersons or representatives of Emmaus under any circumstances without the full knowledge and approval of the Community Manager who is responsible for co-ordinating all media contact.

Moving On

References

Once you have volunteered with Sussex Emmaus, we will provide a reference if you need one for paid work, study or another voluntary position.

Paid positions within Emmaus

You are welcome to apply for paid positions within Emmaus while you are volunteering with us. We usually advertise most positions in the regional press, and on both our website and the federation website - www.emmaus.org.uk. You will be expected to go through the same selection process as other applicants.

Leaving Emmaus

When you decide to stop volunteering, whatever the reason, we hope you will fill in a Leaver's Questionnaire so we get some feedback about how you have found your time with us, and any suggestions you may have for improving the Volunteer Programme.

Can you promote Emmaus?

Any more volunteers out there?

If you know anyone – friends, family, and colleagues – who may be interested in volunteering then we'd love to hear from them!

Thank you again for volunteering to become part of the Emmaus Hastings Community. Your support is very much appreciated.

VOLUNTEER CHARTER

As a responsible charity committed to its volunteers Emmaus Hastings, will:

- Respect Confidentiality
- Agree tasks in advance with the volunteer by a role profile or spoken agreement
- Involve volunteers according to ability, regardless of age, disability, gender, race or other issues
- Comply with Health and Safety Legislation

And to provide:

- An appropriate induction programme
- Suitable insurance cover (public liability and employers liability)
- A named line manager, to give direction and support
- Information about the organisation and the people who use it
- Preparation and training for the tasks to be done
- A means to interact with Emmaus Hastings and the wider Emmaus Community
- A clearly identified way to make a complaint
- A reference for further work (paid or voluntary)
- Equal access to ongoing support and supervision
- A clearly identified way of enabling volunteers to express an opinion
- Reimburse any reasonable costs in coming to or carrying out voluntary work (where possible)
- Encourage a positive attitude to volunteers from all staff
- Recognise the contribution of volunteers to the organisation

We take your privacy seriously and we will never share with any third parties.

Our Staff Team

Zach Hurst – Community Manager
Sallie Quinlan – Deputy Community and Support Manager
Mark Cameron – Business Manager
Caroline Gilbert – Finance Manager
Fidel Okoliko – Retail Support Assistant
Emily Lister – E-Commerce Assistant



For all volunteer enquiries email shop.hastings@emmaus.org.uk

Reception 01424 755111

Or by post to: Emmaus Hastings, 2 Whitworth Road, St Leonards on Sea TN37 7PZ